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MASSACHUSETTS GOVERNOR'S CONFERENCE on LIBRARIES & INFORMATION SERVICES

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STATEMENTS OF CONCERNS

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Massachusetts Governor's Conference on Libraries & Information Services

648 Beacon Street, Boston 02215

(617) 267-9400 (800) 952-7403

STATEMENTS OF CONCERNS

To assist in preparing the program for the Governor's Conference, the Citizen's Advisory Committee has asked the officers of statewide library-related organizations and others experienced in the work of libraries to prepare statements of their concerns about the present and future state of libraries and information services.

If you would like additional information, the contributors may be reached through the Conference office at the address given above.

Academic Libraries	Dorothy Ladd, Peter Fenton
American Society for Information Science New England Chapter	Ching-Chih Chen
Association of College & Research Libraries New England Chapter	Irma Y. Johnson
Hospital Library Group	Laurel P. Ackles
Library Services to the Institutionalized	Carolyn DeLude & Irene Levitt
Literacy Volunteers of Massachusetts	Janet London
Massachusetts Association for Educational Media	Richard Casabonne
Massachusetts Library Association	Nancy Jacobson
Massachusetts Library Trustees Association	J. Worth Estes, M.D.
New England Archivists	William L. Joyce
Personnel Resources in Libraries	Robert Stueart
Special Libraries Association Boston Chapter	Edward Pearce
When We Speak of "Libraries for the People"	Karen Bessey



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1. *Standards and guidelines for continuing library instruction through the entire educational experience should be cooperatively determined, but monitored by a state and/or national agency.*

Among our "unserved" citizens, the handicapped and the disadvantaged, are those, too, who do not know or have never been persuaded of the value of those services that an available and accessible library can offer. The college or university usually provides the last formal training in library use before students become contributing members of society.

2. *Federal and state funding for academic libraries in Massachusetts is essential.*

Increases in costs of materials, salaries, and maintaining and heating buildings force all libraries to examine operations to get maximum use of materials and premises at the most reasonable cost. Basic collections must be maintained, conserved, and preserved. Sharing with other libraries of lesser-used expensive sets, of collections in special subject areas, of information and services is essential. In Massachusetts the larger in-depth collections are in private institutions. For the last two years public academic libraries have not had minimal state funding for acquiring new materials. Historically the Commonwealth has provided acquisitions funds through special capital appropriations. These libraries must have funds specifically assigned for the annual purchase of materials. Private academic libraries must have financial compensation for maintaining quality so that their governing boards can be assured that faculty and students will suffer no loss of services. Members of a sharing partnership must have something to share and be able to demonstrate the benefits.

We need standards where applicable, guidelines for activities which cannot be precisely measured, compatibility of data bases.

3. *Maintaining an adequate staff and providing means for their continuing development for better delivery of materials and services, through information workshops or locally adaptable courses available from a state or national clearing house.*

Academic libraries share with other kinds of libraries problems of location, access, hours of opening, and delivery of materials and services.

Technological development, new services, new formats for information require a library staff knowledgeable in present procedures and adaptable to change. Training and sharing within a library is not enough. Continuing education by workshops, seminars, or courses should be available in various areas of the state so that the cost to participants is minimal. Massachusetts is ideal in size for such a service.

4. *Standards and "best methods" for conducting cost benefit studies of library operations should be available through a state or national clearing house.*

Increasing expenses of operating a library require justification of programs. Is it meeting the needs of users? Is access easy and environment conducive to the best use of information sought? Does the library improve the quality of life for users? Is the academic library the center of the institution.

Economic and social factors should be capable of measurement for comparative purposes, but existing tools are inadequate.

5. *Direct funding should come from the national level to state and multi-state library networks by way of national and state agencies having responsibility for standards for networks and computer-assisted information sources.*

Computer-based services are developing without adequate control, coordination, monitoring and evaluation. The respective roles of government and private industry in dissemination of information must be clarified. The question of charging fees for information is an agonizing dilemma for librarians.

Existing networks must have their role strengthened and relationships between state and multistate networks services must be clarified to coordinate activities.

Support, beyond members' fees is needed for growth and expansion such as the sharing or extension of network services to other libraries and users.

AMERICAN SOCIETY FOR INFORMATION SCIENCE--NEW ENGLAND CHAPTER

The information concerns of the scientific and technological community can be summarized as follows:

1. That networks for STI services are developing without adequate control, coordination, monitoring, and evaluation.
2. That present programs for the development and implementation of on-line interactive systems are not sufficiently flexible and sensitive to the large variety of needs, applications, and users which can be projected.
3. That there exists a need to clarify the respective roles of government and private industry in the dissemination of information.
4. There is a lack of understanding among user population of the importance and enormity of the knowledge resource problem and how to deal with it. With increasing problem and task complexity requiring greater sophistication in the accessing and use of information, the problem of user needs will become aggravated.
5. That present programs for the rapid development and implementation of bibliographic access systems have opened a serious and growing gap in document access and delivery.
6. That inadequate tools and methodologies exist to measure the benefits of various levels of information use and information service.
7. The lack of professionals trained as intermediaries will tend to aggravate the present tendency with the inefficient and insufficient use of information and information technology by users.
8. That the initial publication of scientific and technical information in computer-accessible form is inadequate and must be encouraged for ease of transmittal, processing, and manipulation.
9. That the flow of scientific and technical information into data banks is inadequate and must be increased.
10. User education is hindered by lack of professionally developed educational (audio-visual) materials.
11. That educators and scientists are not sufficiently aware of STI services to allow them to apply data-information processing resources to their professional activities.

The New England Chapter of the American Society for Information Science specifically recommends the following topics for consideration by the Governor's Conference:

1. Existing use of automation and new technologies (computer, mini-computer, microform, non-print media...) in various types of libraries (public, special, academic...), and information centers and the potentials of these applications.
2. Effective ways of full-text document delivery by utilizing new technology.
3. Emphasizing the need for a national information center for organizing and delivering periodical literature.
4. Cooperative sharing of information resources among information centers by using new technology.
5. Government support for innovative work both theoretical and experimental, and in information science.

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES--NEW ENGLAND CHAPTER

Study of the Core Committee's "Proposal for Consideration by Citizen's Advisory Committee"* reveals it to be a commendable document, enumerating many of the concerns of academic and research libraries. To some extent, it does appear to reflect public library and extension service perspectives and to emphasize the public library target groups presently considered insufficiently served. Moreover, while some of the other general concerns listed are certainly relevant, there are several underlying matters which also require consideration.

The Massachusetts members of ACRL NE feel that the statement of "The Need for Libraries" under MASSACHUSETTS ISSUES fails to express the essential importance of information services, including libraries, to a large number of institutions and other organizations in the Commonwealth. Knowledge and information constitute the essential energy for countless activities contributing to the Gross Commonwealth Product - educational, commercial, industrial and cultural activities, the significance of which cannot be conveyed simply as "Employed Adults" or "Adult Readers".

ACRL members would like to see recognition also that the enormous knowledge explosion will not serve to benefit the institutions or the "employed adults" for whom it is intended, simply by increasing technology, important and essential as that is. If knowledge is to be put to work on the scale that is needed, the activity of librarians and other information workers will probably increase - both at the actual interface with the technology and in teaching users how to tap into the information and knowledge store, now so much larger and more dispersed.

Under NATIONAL ISSUES, (D), we would wish to see some emphasis on two concerns: 1) apprehension that the federal government is increasingly influenced by the concept of information as primarily an industrial commodity (witness the recently proposed Assistant Secretary of Commerce for Communications and Information). The attendant corollary is that, increasingly, those who will have access are those who can pay. Enormous public investment is being made in the creation of new knowledge and information; a proper return on that investment is dependent on provision of a proportionate allocation at the stages when it is organized and disseminated. Such allocations, by the way, would constitute only a fraction of the original investment in the research staff.

2) recognition that the national knowledge and information resource, of which libraries are a part, is a system for the basic energy of post-industrial society. An adequate national system, in which the various interim processing operations for control and availability of the knowledge base would be planned and supported is essential to avoid the present "swamping" of individual libraries. Such a system would actually increase the libraries' capabilities for service, by conserving much of their effort now expended in duplicative processing and warehousing.

*The document to which this statement refers is the green sheet sent to delegates with the title "Planning Document: The Governor's Conference on Libraries and Information Services Core Committee's Suggested Proposal for Consideration by Citizen's Advisory Committee"

HOSPITAL LIBRARY GROUP

On June, 1975, Mr. Sam H. Witt, the President of the Board of Directors of the Medical Library Association presented the association's position regarding the proposed national program. In summary he stated that the Regional Medical Library program should not be deprived of any existing or proposed legislative support, and that this network be a partial model for a national system.

The Hospital Library Group supports the MLA Position and, in addition, presents the following recommendations regarding the eight outlined program objectives.

1. A concerted effort has been made by health science libraries to ensure that basic information services are available to health care institutions via the establishment of several consortia and the improvement of small library resources under the Medical Library Assistance Act of 1965. This effort must be continued.
2. Three special constituencies are: patient population, lay people and allied health personnel. Their informational needs must be determined. The information must be efficiently disseminated.
3. Existing communication among small health science consortia must be strengthened and methods devised for developing union lists, appropriate information exchange services and expanding reference services; including services provided by special and public information centers.
In addition, communication between the small health care information centers and larger ones (i.e., medical schools, state institutions, etc.) must be broadened. Information exchange policies and appropriate services should be developed.
4. New England Regional Medical Library Service provides educational workshops in addition to a training institute for health science library personnel. Continuing education courses are offered at professional meetings. Workshops are sponsored by individual consortium. Steps have been taken towards the establishment of a certification program for health science librarians. These efforts must continue along with the establishment of an official education program to fulfill the needs created by the certification program. Community health information programs should involve health information librarians.
5. The national program will make use of the existing system of the National Library of Medicine's Regional Medical Library System.
6. Health care institutions and information centers benefit from services offered by the private sector, it may not be appropriate to incorporate its resources into a direct link with health care information.
7. The New England Regional Medical Library Service (NERMLS) serves as the planning and advisory agency for the medical library network in Massachusetts. It should view as its responsibility implementation of the above programs. This will entail administrative reorganization in line with development of a national information program.
8. The Hospital Library group supports the implementation of a nationwide network.
Be it resolved that health information be made available to all persons residing in the United States. Therefore, the Hospital Libraries Group propose that the National Library of Medicine's Regional Medical Library network be funded to provide access to health information for all.

LIBRARY SERVICES TO THE INSTITUTIONALIZED

Any strong institutional program cannot afford to be without effective library services. Incorporating the philosophies of the school, public and special libraries, the institutional library should be the information and materials center supporting the total rehabilitation program.

Library services in most state institutions lags far behind the quality of their other programs. Although we have seen marked improvement with the aid of federal funds through the Board of Library Commissioners, Massachusetts still remains far behind other states in approaching national standards.

<i>Human Services Department</i>	<i>Avg. Daily Pop. FY'77</i>	<i># of Inst.</i>	<i># Res. Lib.</i>	<i># Prof. Libn.</i>	<i>Non Prof. Staff</i>	<i>\$ Per cap. Lib. Mat.</i>
Department of Corrections	2,730	8	6	5	2	\$ 6.87
Cty. Jails & Houses of Correct.	2,329	16	5	1	3	
Mental Health Schools & Regional Centers for the Retarded	5,351	8	2	2	1.5	\$.39
Mental Health Hosp. & Centers	4,394	17	9	1.5	4	\$ 3.45
Public Health Hospitals	1,681	7	6	.5	2.5	\$.78
Dept. of Youth Services	187	3	0	0	0	0
TOTAL	16,672	59	28	10.0	13.0	\$2.25 average

All age groups are served. About 25% of the resident population is non-white and about 40% are functioning below the 8th grade reading level. Many of the residents come from deprived socio-economic areas.

Only a few of the institutions have adequate library facilities. Collections are primarily made up of gift books, most of which are in poor condition. All are deficient in non-print materials and special equipment for the handicapped. Most institutions have given little attention to library services, have no plan for operation, have no set budget for library programs, and have not considered library services a significant element in the rehabilitative process. The expenditure for library materials in Human Services last year was only \$37,512 or \$1.25 per capita.

The 59 institutions employ 23 full time library staff, only 10 of whom are professionally certified. Where institutional administrators have hired professional librarians and applied for federal funds to establish a library, the library has become an integral part of the rehabilitation program. In corrections, special legal collections are now available for research. In two schools for the mentally retarded, the collection is made up games, toys and educational media. In hospitals for the mentally ill, bibliotherapy can facilitate group interaction. The library can be a wholesome, neutral ground where the developmental, educational, vocational and recreational needs of the residents can be served.

RECOMMENDATIONS:

1. Minimum standards for library service should be developed based on the type of institution, the size of the resident population, the qualification of library personnel, budgetary requirements, and library resources.
2. A minimum per capita annual expenditure for library materials of \$20 per resident should be provided from a combination of federal, state and local funding in order to create needed libraries and adequately maintained existing institutional libraries.
3. An adequate number of professional librarians should be employed to serve institutions having a resident population of 100 or more. In addition every effort should be made to hire a coordinator of library services in the Departments of Corrections, Mental and Public Health and Youth Services in order to centralize operations, facilitate communication and inter-library cooperation.
4. To encourage public libraries to extend their service to local institutional. As institutionalized residents move to community residences (ie. group homes, half-way houses) it is important that public librarians become sensitive to the materials and services needed by these special groups as they re-enter society.

LITERACY VOLUNTEERS OF MASSACHUSETTS

According to the 1970 U.S. Census, there are 275,836 persons over 25 in Massachusetts (9% of the total population) with less than 6 years of school. These statistics do not include adults between the ages of 16 and 25 or the additional thousands who indicated they have completed five or more years of school but cannot read at the fifth grade level. The majority of these individuals lack the skills to cope successfully as workers, parents and citizens. For example, functional illiterates cannot do many things we take for granted--reading instructions for long-distance dialing, reading employment ads, filling out job, medicare and driver's license applications, bedtime stories to their children. (The National Reading Center in Washington, D.C. in 1971, demonstrated that 21 million Americans could not do the above tasks.) Without a sixth grade reading level a person cannot read such vital items as prescriptions, instructions, newspapers, recipes, labels, road signs, letters that a child brings home from school, ballots, manuals and so on. Illiteracy can be a serious obstacle to employment. The United States requires that a foreigner be literate before he may become a citizen of this country, yet millions of natives are illiterate.

Literacy Volunteers of Massachusetts, a member organization of Literacy Volunteers of America, Inc., Syracuse, New York since 1972, holds as its purpose to aid communities and agencies in Massachusetts in establishing volunteer adult literacy and/or English as a second language tutoring programs. LVM trains persons from interested communities and agencies to organize LV affiliates and associates whose primary goal is to foster and increase literacy locally. Each group provides for supervision and follow-up for tutors and students. All member groups receive support services from LVM staff and from the LVM volunteer board of directors. Each local affiliate is responsible for necessary reporting to LVM and primarily concerned with establishing sound structures, according to LVA, Inc. guidelines, without which the adult student would not receive quality tutoring.

LVM believes that public libraries are the logical centers for the coordination of basic reading tutorial programs, the collection of appropriate low level high interest reading materials, and the training of tutors. It benefits local libraries to establish basic reading tutorial programs because these programs meet the libraries' obligation to reach out to a neglected constituency and create new users. The belief is supported by the Massachusetts Long Range Program for Library Development, Adults-Goal IV: To provide the resources necessary for the development needs of adults, see sub-goal A, D pgs. 52, 53; Goal V: To provide a variety of experiences for adults in order to foster continuing learning and creativity, identification of new interests, preparation for retirement, and personal enrichment, see sub-goals A, B, C, D, E; Goal VI: To provide resources and support for other professions concerned with the continuing education of adults, see sub-goal A. These sub-goals refer specifically to literacy programs, materials for adult basic education students and one-to-one tutoring space.

Therefore, Literacy Volunteers of Massachusetts, Inc. strongly urges the Governor, the Legislature, the State Library and Boards of trustees of local libraries to provide moral support and adequate funds to enable libraries, working in partnership with Literacy Volunteers to establish effective tutorial programs throughout the state.

MASSACHUSETTS ASSOCIATION FOR EDUCATIONAL MEDIA

The Massachusetts Association for Educational Media (MAEM) is composed of 600 of the school librarians and audiovisual specialists throughout the state concerned with promoting the value and use of instructional media in all school curricula.

The issues we believe should be addressed at the Governor's Conference on Libraries and Information Services are:

That media centers be recognized as teaching stations and be staffed by certified personnel

That advisory and consulting services for local school media programs be established by the Department of Education

That a program of needs assessments be instituted to reflect the current user's goals and perceptions of library/media services

That categorical and discretionary funding patterns be established at all levels of government to assure continued growth in all areas of library/media services

That materials which increase the individual community's awareness of the value of school library/media services be centrally produced for local dissemination

That communication and cooperation among all types of information service agencies be encouraged by means of networks, consortia, cooperatives and resource sharing

That increased use of the newer avenues of retrieval be explored, e.g., cable television and computerized access

That efforts to provide continuing education for library/media personnel be coordinated within the Department of Education

That the respect for the right of the individual to determine his/her own intellectual needs be reaffirmed

That the objectives and directions of the Governor's Conference and the White House Conference be disseminated to the citizens of the Commonwealth.

MASSACHUSETTS LIBRARY ASSOCIATION

Every person in the Commonwealth should be confident that his informational needs can be satisfied in the public library; that regardless of the ultimate source of that information or the process necessary to obtain it, it can be obtained. With this in mind, the following is presented by the Massachusetts Library Association for your consideration.

I. Need: *Better access to materials*

- Recommendations:
1. Allocate state funds to achieve equal access to information.
 2. Strengthen the regional library systems' services and resources through increased state funding (as per the current Massachusetts Library Association bill) and with an allowance for inflation.
 3. Strengthen basic local library services and materials to an agreed-upon percentage of a local budget (the latest available national figure is 1.6%).
 4. Encourage increased resource sharing among public libraries and with other types of libraries.
 5. Provide adequate space for users and materials and easy access for the handicapped through buildings, additions and renovations. Congress should refund Title II of the LSCA legislation. State legislation might be considered.
 6. Develop standards for library service.
 7. Plan for a systematic approach for automation and bibliographic controls and networking on each level with permanent federal funding through federal, state and regional organization.

II. Need: *Reallocation of proportion of funding*

Recommendation: Relieve the heavy dependence on property tax by increasing the proportion of federal and state aid for libraries.

III. Need: *Reallocation of current LSCA funds*

Recommendation: The State agency's budget should be funded by the state. LSCA funds should be used to improve existing services and initiate new ones based on needs as determined locally with statewide application.

IV. Need: *Service to the potential user*

Recommendation: Promote programs, publicity and building access to reach the uneducated, handicapped (mentally and physically), ethnic minorities, elderly and all others not currently aware of or not currently making use of services.

V. Need: *Better Understanding by the public of intellectual freedom issues*

Recommendation: Publicize the principle that libraries must represent all viewpoints and avoid the dangers inherent in censorship.

VI. Need: *Better planning for the future*

Recommendations:

1. Initiate a cooperative effort to introduce a coordinated plan of service at the state, regional and local levels.
2. Develop an appropriate role for federal, state, regional and local organizations.

MASSACHUSETTS LIBRARY TRUSTEES ASSOCIATION

The MLTA is concerned with extending and improving public library services and facilities, and with the continuing education of public library trustees, most of whom are elected in this state. Towards meeting these goals, we make the following proposals.

1. Although the state has standards for the different service and personnel functions within libraries, there are no standards for effective trustee service and function. It would, of course, be neither, desirable or feasible to mandate qualifications for trusteeship. Most of us are unpaid volunteers who vary widely in the levels of interest and energy we can bring to our respective libraries. However, trustees do have the legislatively mandated responsibility for determining their institutions' policies and budgets. MLTA recognizes that not all Massachusetts trustees are involved in those activities in uniform, or even similar, ways, and that one of the factors which can result in unsatisfactory trusteeship is the very absence of directions for exercising those explicit trustee functions.

As was made clear in the recently published MLTA Trustees Handbook, we feel that the state's trustees will serve their libraries and their communities more effectively if each board of trustees adopt goals of service appropriate to its community.

The Governor's Conference is, then, an appropriate initial forum in which the possibility of establishing a uniform "job description" for Massachusetts trustees can be explored. Such a "job description" should include a mandate that individual boards of trustees set goals of both short-term and long-range service for their libraries. Only in this way, which provides a check-list for the continuous assessment of library function in the community, can trustees be sure that they are fulfilling their responsibilities.

2. Trustees of the state's smaller libraries, who are, of course, in the majority, are concerned that there is an inappropriate imbalance in the proportions of funds channeled through the Board of Library Commissioners to larger libraries. In effect, this majority of MLTA members encourages the Conference to address the issue of allowing federal and state funds to be awarded to small libraries in such a way that local finance committees could not continue to insist that those funds be used to offset regular municipal budget allocations to libraries.
3. Virtually all MLTA members agree that we require a careful delineation of the hierarchical responsibilities of the several components of the state's Regional Library System. In effect, explicit publication of the existing chain of communication routes (including routes of funding) would provide an overall strengthening of the Regional System in terms of the services and funds it provides, by placing them in a logical and unambiguous sequential framework. Such a sequence should include accountability for all federal and state funds for libraries at all levels, from the state library agency down through local grantee libraries, including those with Regional System contracts. The Governor's Conference should be appropriate stimulus to the development of this outline.

NEW ENGLAND ARCHIVISTS

The purposes of the New England Archivists include promoting cooperation among individuals and institutions having original records in their custody and those in related disciplines having an interest in such records, disseminating information on unpublished research materials and methods, conducting periodic workshops and seminars, and cooperating actively with similar organizations. Several issues facing custodians and users of unpublished records are enumerated herewith:

1. All libraries and repositories containing unpublished records must commit themselves to communicating to their constituencies and to the general public the basic cultural mission and objectives which they are mandated to pursue. In particular, they must communicate their essential societal role to sources of administrative, financial, and political support.
2. Archivists and librarians must become more familiar with each other's procedures, learn to understand and respect the differences in training and procedures that their respective professions warrant, learn to work together to pursue mutually advantageous ends.
3. The tension between recent privacy legislation on the one hand and freedom-of-information legislation on the other can create situations which compromise access to contemporary documents. All information professionals must work to avoid this development by promoting responsible access to contemporary documents.
4. Repositories must justify their possession of research collections by actively encouraging appropriate use of the collections rather than merely waiting for readers to make use of them.
5. Adequate professional staffing of archival and manuscript repositories is essential so that collections may be brought under physical and intellectual control according to archival principles and thereby promoting access to information of permanent value.
6. Repositories collecting contemporary documents need to coordinate acquisition policies so that wasteful competition is minimized and the location of research collections is not fragmented.
7. Adequate funding of conservation programs is necessary so that documents, which because of inferior materials are literally self-destructing, can be repaired and the valuable information contained within them is not lost.
8. In order to protect these documents to the maximum extent possible, repositories need to review security programs in light of new procedures and technologies and implement those offering maximum protection to documents of permanent value.

These are some of the more salient issues facing archivists and others in the Commonwealth who share an interest in unpublished records.

PERSONNEL RESOURCES IN LIBRARIES

BACKGROUND

Our society is presently faced with a serious gap in every field of endeavor, between available knowledge and its application. Librarians are the people charged with the responsibility of connecting people to the knowledge they need.

As the various publics become increasingly sophisticated, they will insist upon receiving aid from those best qualified to give it. In librarianship, as in other professions, quality education is recognized as a joint responsibility of educators, practitioners and other groups concerned with recruitment training and utilization of personnel. The task of providing a full complement of library personnel in the 1980's is tremendous. Time, money and talent must be found to insure well-conceived and expertly conducted programs of library research, critical evaluation of educational programs, experimentation, and the development of programs sensitive to the needs of libraries and the publics they serve.

To meet the goals of library service, both professional and supportive staff are needed in libraries and information centers. There are a number of categories of personnel working in libraries, those who operate libraries and those who plan the operation of libraries.

These categories would be:

1. Librarian - a position which requires a special background and education
2. Library Associates with educational backgrounds like that represented by a bachelor's degree.
3. Library technicians with special technical skills.
4. Library clerks - including secretaries and clerk typists.
5. Student assistants - with routine assignment of shelving books, pasting labels, etc.

Library education is concerned in varying degrees with the whole range of human knowledge, but there is a certain body of knowledge which all professional libraries are assumed to possess. One major concern common to all professions today is quality professional education. Just as with other professions, librarianship has raised educational standards substantially and has developed policies to sustain professional accreditation.

The National Commission on Libraries and Information Science is the most recent in a long line of individuals and groups to identify and highlight the need for an improved and expanded range of continuing learning opportunities to upgrade the professional skills of librarians, media specialists and other information service personnel. In libraries the user needs, the materials used to meet those needs, the patterns of library organization, and library technology are all changing. Only through programs of continuing education can the librarians of this state and nation keep abreast of new knowledge and practice. Obsolescence - the degree to which professionals and other library workers lack the up-to-date knowledge or skills necessary to maintain effective performance in current and future roles - is one of the most serious problems facing librarianship

ISSUES

With that background in mind it is important for the Massachusetts Governor's Conference on Libraries and Information Services to address itself to the issues of:

1. Promoting the idea of providing quality library service by insisting on qualified personnel in all libraries, media and information centers.
2. Continued staff development should be a priority of every library and its governing authority.
3. Recruitment efforts are needed to attract minorities and other outstanding individuals into the profession. In this regard, library training and research programs, which are available under Title IIB and C of the Higher Education Act should continue to be funded. Likewise, the state agencies should play a continuing role in upgrading professional staff.

SPECIAL LIBRARIES ASSOCIATION - BOSTON CHAPTER

The Special Library Association is an international organization of more than 10,000 professional librarians and information experts. Special libraries serve industry, business, research, educational and technical institutions, government, special departments of public and university libraries, newspapers, museums, and all organizations, both public and private, requiring or providing specialized information.

The Boston Chapter, which includes members from all of Massachusetts, joins the National Commission on Libraries and Information Science in its hopes that a National Program will. . .

Strengthen existing statewide resources and systems.

Coordinate existing Federal programs of library and information service through the Library of Congress.

Encourage the private sector to become active partners in the development of the National Program.

Establish a locus of Federal responsibility charged with implementing the national network and coordinating the National Program.

Plan, develop, and implement a nationwide network of library and information service.

The Chapter hopes that, as a first step, the Governor's Conference will consider ways of implementing the goals stated above at the state level, with appropriate changes in the wording of the statements.

The Chapter also hopes that the Conference will consider ways to. . .

Develop statewide and national bibliographic services.

Provide financial support to make available to the public the resources of selected unique large collections in special libraries that can not serve only their primary users.

Develop statewide and national standards of library and information science systems, bibliographic control, and networks.

Encourage the Massachusetts legislature to fund some of the statewide networks that have been considered in the past but never funded.

Identify the needs of libraries, distinct from the needs of their users, and develop ways to meet these needs.

WHEN WE SPEAK OF "LIBRARIES FOR THE PEOPLE" -

DO WE MEAN SOME PEOPLE - OR ALL PEOPLE?

Libraries are currently used by less than half the people. Among those least likely to be reached by libraries are people who are less affluent and less well educated than the average person; people who live in rural areas served by inadequate libraries; people whose language, ethnic, or cultural background is different from the majority's; the very young and the very old. If we believe that these people need information and opportunities for life-long self-development as much - if not more so - than the typical library user, then the following actions are necessary:

1. Policy makers, funding authorities, and librarians must accept the responsibility for insuring equality of access to appropriate library service for all people.
2. Libraries must be actively involved in the community, identify the needs of all groups, and stimulate input and participation from the entire community in the planning of library service.
3. Librarians who can communicate with all members of the community are needed. Funding must be provided for the recruitment and training of bilingual and minority librarians. Appropriate courses and continuing education opportunities must be available.
4. Materials at all levels of difficulty, in as many languages as needed, and in a variety of formats must be provided in sufficient quantity to suit the wide range of people's abilities, learning styles, cultures, and interests. Publishers, producers, and distributors of educational materials must be urged to produce more materials to help the one out of seven adults who are functionally illiterate.
5. Libraries must coordinate their services with those of other human and educational service agencies at the local and regional levels. They should act as a clearing house of community information, simplifying the process of bringing the patron together with the information or service he or she needs.

Massachusetts has 42 towns and cities with enough non-English speaking to warrant 50 bilingual school programs in 9 languages

Massachusetts has 671,000 residents aged 65 and over; 58% have incomes below \$5000

One of every two unemployed American youths ages 16 to 21 is functionally illiterate

Approximately 248,000 Massachusetts residents 18 and over were estimated to be economically disadvantaged in 1977 and in need of employment and training service

One out of every five American adults lacks basic skills in reading, writing and computation

Book circulation has dropped by about 1/3 in some of our largest public libraries in the last 15 years, suggesting that shifts in urban populations have not been answered by appropriate changes in library services.

